

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
<div>1</div> Please mark the box that comes closest to your opinion for each of the following questions:											
Overall, how would you describe the quality of life in the City of Detroit?											
Very Good	5%	5%	4%	5%	3%	6%	4%	7%	5%	4%	5%
Good	38%	35%	37%	33%	30%	40%	41%	37%	46%	39%	35%
Neither Good nor Bad	39%	37%	40%	42%	40%	40%	38%	36%	36%	38%	40%
Bad	16%	19%	17%	16%	22%	10%	14%	15%	10%	14%	19%
Very Bad	3%	4%	3%	3%	4%	3%	3%	6%	3%	4%	1%
	(3,154)	(253)	(309)	(330)	(313)	(270)	(366)	(298)	(379)	(290)	(346)
How do you rate the overall quality of your neighborhood?											
Very Good	6%	11%	11%	1%	6%	6%	9%	4%	5%	3%	8%
Good	41%	39%	43%	34%	41%	38%	52%	34%	45%	36%	46%
Neither Good nor Bad	31%	27%	25%	39%	26%	30%	28%	31%	34%	35%	32%
Bad	17%	16%	19%	20%	21%	22%	9%	26%	13%	19%	12%
Very Bad	4%	7%	3%	6%	5%	4%	2%	5%	3%	7%	2%
	(3,136)	(252)	(310)	(325)	(309)	(268)	(364)	(292)	(384)	(287)	(345)
How do you rate the livability of the City of Detroit?											
Very Good	3%	3%	3%	3%	3%	3%	3%	4%	4%	2%	3%
Good	38%	32%	38%	37%	33%	42%	43%	34%	42%	35%	36%
Neither Good nor Bad	39%	42%	39%	40%	38%	40%	36%	39%	39%	41%	39%
Bad	18%	20%	20%	17%	23%	11%	15%	19%	14%	18%	21%
Very Bad	3%	3%	1%	3%	4%	4%	2%	4%	2%	4%	1%
	(3,059)	(243)	(301)	(319)	(305)	(261)	(359)	(289)	(359)	(283)	(340)
How do you rate the livability of your neighborhood?											
Very Good	7%	9%	13%	3%	7%	5%	7%	5%	6%	4%	8%
Good	43%	42%	43%	35%	47%	39%	54%	33%	44%	38%	46%
Neither Good nor Bad	32%	29%	26%	40%	23%	34%	26%	37%	34%	36%	33%
Bad	15%	15%	15%	17%	20%	17%	11%	20%	13%	15%	11%
Very Bad	4%	5%	3%	5%	4%	5%	2%	5%	3%	7%	2%
	(3,053)	(240)	(295)	(320)	(305)	(254)	(361)	(287)	(371)	(281)	(339)
Overall, how good a job do you think local government is doing providing services?											
Very Good	2%	2%	2%	3%	3%	3%	2%	3%	2%	2%	2%
Good	24%	21%	22%	22%	16%	30%	22%	23%	28%	30%	26%
Neither Good nor Bad	36%	39%	36%	39%	35%	38%	40%	31%	37%	33%	37%
Bad	28%	30%	32%	26%	31%	21%	28%	32%	25%	24%	27%
Very Bad	10%	8%	7%	11%	15%	7%	9%	11%	8%	11%	8%
	(3,148)	(248)	(307)	(332)	(311)	(271)	(364)	(294)	(384)	(292)	(345)

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How safe do you feel? In each situation listed below, please mark the box indicating how safe you feel.

How safe do you feel walking alone during the day

In your neighborhood?

	City Total	1 City Hall Central	2 Far Northwest	3 North Central	4 Northeast	5 North End	6 Northwest	7 Southeast	8 South Schaefer	9 Southwest	10 West Warren
Very Safe	11%	14%	13%	6%	11%	12%	11%	10%	10%	8%	12%
Safe	46%	47%	46%	46%	42%	43%	50%	44%	51%	45%	47%
Neither Safe Nor Unsafe	23%	21%	20%	26%	24%	22%	21%	20%	22%	27%	25%
Unsafe	16%	15%	18%	17%	16%	15%	14%	20%	14%	14%	12%
Very Unsafe	5%	4%	3%	4%	6%	8%	4%	7%	3%	5%	4%
	(3,130)	(257)	(305)	(321)	(311)	(264)	(368)	(294)	(381)	(291)	(338)

In the park closest to your home?

Very Safe	6%	9%	9%	5%	6%	4%	7%	4%	8%	6%	5%
Safe	36%	36%	37%	33%	28%	35%	36%	38%	43%	33%	37%
Neither Safe Nor Unsafe	26%	24%	22%	30%	31%	27%	26%	25%	24%	24%	27%
Unsafe	23%	21%	22%	24%	25%	24%	23%	23%	20%	24%	22%
Very Unsafe	9%	9%	10%	8%	9%	11%	8%	10%	5%	12%	8%
	(2,771)	(225)	(283)	(278)	(283)	(220)	(321)	(277)	(329)	(245)	(310)

In the downtown area?

Very Safe	9%	12%	12%	6%	10%	8%	12%	12%	8%	8%	5%
Safe	44%	47%	50%	46%	36%	46%	44%	44%	44%	40%	41%
Neither Safe Nor Unsafe	25%	23%	20%	28%	28%	25%	26%	24%	28%	26%	25%
Unsafe	15%	13%	15%	15%	17%	14%	12%	13%	16%	16%	22%
Very Unsafe	6%	6%	3%	5%	9%	8%	5%	6%	5%	10%	7%
	(2,785)	(230)	(275)	(286)	(286)	(235)	(323)	(268)	(339)	(247)	(296)

How safe do you feel walking alone at night

In your neighborhood?

Very Safe	3%	3%	2%	2%	2%	2%	3%	2%	4%	3%	3%
Safe	14%	16%	16%	10%	17%	13%	13%	13%	15%	13%	18%
Neither Safe Nor Unsafe	22%	22%	24%	21%	19%	21%	24%	20%	26%	22%	20%
Unsafe	35%	33%	33%	38%	31%	36%	36%	35%	31%	35%	38%
Very Unsafe	26%	26%	26%	29%	30%	29%	23%	30%	24%	27%	22%
	(3,000)	(238)	(293)	(321)	(305)	(246)	(346)	(287)	(362)	(277)	(325)

In the park closest to your home?

Very Safe	2%	2%	2%	1%	1%	0%	3%	3%	2%	2%	1%
Safe	11%	11%	9%	10%	9%	11%	7%	11%	18%	9%	11%
Neither Safe Nor Unsafe	20%	18%	21%	20%	21%	21%	18%	19%	25%	19%	18%
Unsafe	35%	32%	35%	35%	33%	37%	40%	35%	31%	35%	39%
Very Unsafe	32%	37%	33%	34%	36%	30%	32%	32%	24%	36%	31%
	(2,685)	(218)	(264)	(283)	(273)	(214)	(316)	(267)	(314)	(247)	(289)

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		1 City Hall Central	2 Far Northwest	3 North Central	4 Northeast	5 North End	6 Northwest	7 Southeast	8 South Schaefer	9 Southwest	10 West Warren
	City Total										
In the downtown area?											
Very Safe	4%	4%	7%	3%	3%	4%	6%	4%	5%	3%	3%
Safe	24%	23%	25%	21%	23%	27%	25%	25%	26%	20%	21%
Neither Safe Nor Unsafe	26%	28%	22%	31%	24%	23%	29%	27%	26%	26%	24%
Unsafe	28%	28%	34%	27%	26%	29%	23%	29%	28%	28%	31%
Very Unsafe	18%	16%	12%	18%	25%	17%	16%	16%	15%	23%	21%
	(2,690)	(223)	(271)	(281)	(279)	(224)	(322)	(256)	(296)	(243)	(295)
How safe do you feel											
At Belle Isle?											
Very Safe	5%	6%	6%	3%	3%	3%	3%	12%	5%	4%	3%
Safe	33%	36%	30%	30%	28%	42%	36%	37%	33%	34%	30%
Neither Safe Nor Unsafe	30%	33%	31%	37%	32%	27%	32%	26%	31%	27%	27%
Unsafe	19%	18%	24%	20%	20%	16%	20%	15%	17%	21%	24%
Very Unsafe	12%	7%	10%	10%	16%	12%	9%	10%	14%	15%	15%
	(2,741)	(232)	(272)	(292)	(287)	(235)	(328)	(268)	(312)	(241)	(274)
At your neighborhood recreation center?											
Very Safe	6%	8%	7%	4%	2%	3%	9%	7%	8%	5%	4%
Safe	40%	42%	35%	32%	32%	47%	45%	39%	52%	36%	34%
Neither Safe Nor Unsafe	32%	29%	37%	40%	37%	26%	26%	33%	24%	31%	36%
Unsafe	15%	16%	15%	15%	16%	15%	14%	12%	11%	18%	20%
Very Unsafe	7%	5%	6%	9%	12%	8%	5%	8%	6%	10%	6%
	(2,233)	(170)	(213)	(228)	(207)	(201)	(280)	(201)	(330)	(196)	(207)
3 Overall, how do you rate the quality of the following City services?											
Weekly residential garbage collection?											
Very Good	32%	22%	32%	33%	30%	36%	32%	28%	38%	35%	33%
Good	54%	56%	52%	56%	55%	51%	54%	56%	53%	52%	53%
Neither Good nor Bad	9%	14%	10%	8%	10%	8%	9%	11%	7%	8%	10%
Bad	3%	5%	5%	2%	5%	4%	3%	3%	2%	2%	3%
Very Bad	1%	3%	0%	1%	1%	1%	1%	1%	1%	2%	1%
	(3,194)	(238)	(311)	(341)	(322)	(280)	(373)	(292)	(391)	(295)	(351)
Ease of car travel in the city?											
Very Good	7%	4%	11%	5%	5%	8%	8%	5%	8%	9%	6%
Good	46%	53%	42%	47%	36%	46%	50%	44%	48%	52%	44%
Neither Good nor Bad	29%	29%	26%	32%	35%	28%	25%	29%	30%	27%	30%
Bad	13%	11%	16%	12%	16%	13%	12%	17%	11%	9%	14%
Very Bad	5%	4%	5%	4%	8%	5%	5%	4%	4%	3%	6%
	(3,025)	(238)	(302)	(311)	(305)	(257)	(359)	(279)	(368)	(270)	(336)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Traffic signage?											
Very Good	8%	5%	10%	8%	7%	6%	6%	9%	10%	10%	5%
Good	50%	52%	48%	56%	42%	52%	50%	47%	54%	51%	51%
Neither Good nor Bad	27%	24%	27%	24%	32%	25%	26%	27%	26%	26%	28%
Bad	12%	12%	12%	10%	12%	15%	14%	14%	8%	10%	14%
Very Bad	3%	7%	3%	3%	7%	2%	3%	3%	3%	3%	2%
	(2,958)	(237)	(291)	(306)	(299)	(251)	(351)	(278)	(351)	(279)	(315)
Public transportation?											
Very Good	4%	2%	2%	3%	3%	4%	2%	4%	6%	9%	5%
Good	25%	22%	21%	26%	27%	25%	20%	25%	31%	26%	23%
Neither Good nor Bad	30%	26%	30%	35%	29%	34%	28%	28%	33%	26%	35%
Bad	25%	31%	28%	23%	20%	20%	28%	27%	20%	21%	27%
Very Bad	16%	19%	18%	13%	21%	18%	21%	17%	10%	18%	10%
	(2,250)	(207)	(205)	(234)	(231)	(188)	(253)	(220)	(267)	(220)	(225)
Fire protection?											
Very Good	11%	7%	10%	12%	11%	11%	7%	11%	12%	16%	11%
Good	53%	55%	53%	53%	49%	56%	50%	57%	56%	53%	54%
Neither Good nor Bad	26%	27%	24%	30%	29%	25%	31%	24%	23%	25%	25%
Bad	7%	8%	10%	4%	9%	7%	8%	6%	6%	5%	8%
Very Bad	2%	4%	2%	1%	3%	2%	4%	2%	2%	1%	3%
	(2,546)	(198)	(243)	(272)	(264)	(207)	(290)	(245)	(308)	(258)	(261)
Ease of bus travel in the city?											
Very Good	4%	4%	4%	4%	4%	4%	2%	3%	5%	10%	2%
Good	24%	20%	19%	27%	22%	27%	21%	26%	29%	26%	27%
Neither Good nor Bad	32%	30%	31%	33%	31%	32%	35%	30%	35%	28%	35%
Bad	23%	26%	27%	21%	22%	25%	25%	24%	21%	20%	23%
Very Bad	16%	21%	20%	15%	21%	13%	18%	17%	9%	15%	13%
	(2,133)	(193)	(196)	(213)	(227)	(183)	(234)	(207)	(251)	(217)	(212)
EMS (ambulance) service?											
Very Good	8%	7%	9%	8%	7%	6%	6%	10%	6%	14%	10%
Good	39%	44%	34%	39%	37%	44%	36%	38%	41%	44%	39%
Neither Good nor Bad	31%	30%	32%	35%	32%	30%	35%	30%	32%	24%	31%
Bad	15%	11%	14%	15%	17%	16%	17%	14%	14%	14%	13%
Very Bad	7%	8%	12%	4%	7%	5%	6%	9%	7%	4%	8%
	(2,268)	(170)	(206)	(245)	(230)	(200)	(263)	(229)	(274)	(215)	(236)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Police protection?											
Very Good	5%	5%	6%	6%	5%	4%	4%	6%	3%	5%	6%
Good	28%	29%	28%	25%	26%	32%	31%	27%	28%	29%	28%
Neither Good nor Bad	34%	36%	33%	35%	34%	36%	33%	34%	35%	33%	35%
Bad	20%	17%	23%	22%	17%	18%	19%	21%	20%	19%	21%
Very Bad	13%	12%	11%	12%	17%	10%	13%	12%	15%	13%	10%
	(2,927)	(221)	(288)	(301)	(297)	(251)	(343)	(280)	(358)	(278)	(310)
Crime prevention?											
Very Good	2%	2%	2%	2%	2%	3%	2%	3%	1%	2%	1%
Good	17%	18%	19%	17%	13%	18%	18%	17%	16%	19%	18%
Neither Good nor Bad	35%	38%	31%	35%	33%	37%	33%	33%	39%	33%	38%
Bad	27%	28%	28%	26%	27%	28%	30%	26%	24%	26%	29%
Very Bad	18%	14%	20%	19%	25%	14%	17%	21%	19%	19%	14%
	(2,833)	(222)	(278)	(283)	(281)	(245)	(325)	(276)	(354)	(263)	(306)
Street lighting?											
Very Good	3%	3%	3%	4%	3%	3%	2%	3%	4%	6%	3%
Good	30%	27%	22%	31%	27%	34%	27%	27%	36%	33%	31%
Neither Good nor Bad	24%	24%	28%	20%	26%	22%	25%	21%	26%	25%	23%
Bad	26%	24%	30%	30%	28%	26%	29%	26%	20%	20%	28%
Very Bad	17%	22%	17%	15%	17%	15%	17%	23%	15%	16%	14%
	(3,030)	(245)	(289)	(323)	(309)	(256)	(350)	(280)	(370)	(280)	(328)
Recreation programs and classes?											
Very Good	3%	5%	3%	4%	3%	2%	3%	5%	3%	4%	3%
Good	28%	31%	23%	27%	26%	30%	31%	29%	31%	32%	24%
Neither Good nor Bad	34%	31%	37%	36%	32%	37%	36%	30%	33%	35%	34%
Bad	20%	22%	20%	19%	20%	19%	20%	21%	20%	18%	24%
Very Bad	14%	11%	17%	14%	19%	13%	11%	15%	14%	12%	15%
	(2,014)	(170)	(193)	(207)	(191)	(183)	(253)	(191)	(265)	(164)	(197)
Recreation centers?											
Very Good	3%	4%	4%	4%	3%	3%	2%	5%	2%	4%	2%
Good	30%	38%	22%	28%	23%	33%	29%	28%	38%	32%	25%
Neither Good nor Bad	35%	31%	42%	35%	36%	35%	40%	35%	29%	35%	35%
Bad	20%	19%	16%	21%	21%	18%	19%	19%	19%	20%	24%
Very Bad	12%	9%	16%	13%	17%	10%	9%	14%	11%	9%	14%
	(2,051)	(166)	(193)	(205)	(195)	(184)	(258)	(195)	(298)	(164)	(193)

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	City Total	1 City Hall Central	2 Far Northwest	3 North Central	4 Northeast	5 North End	6 Northwest	7 Southeast	8 South Schaefer	9 Southwest	10 West Warren
Belle Isle?											
Very Good	4%	4%	4%	3%	4%	4%	3%	7%	3%	3%	4%
Good	31%	29%	29%	29%	28%	35%	30%	34%	37%	38%	24%
Neither Good nor Bad	36%	39%	34%	36%	32%	40%	33%	38%	32%	34%	39%
Bad	19%	19%	23%	23%	17%	15%	22%	13%	19%	16%	22%
Very Bad	10%	10%	9%	9%	18%	6%	11%	9%	9%	10%	12%
	(2,583)	(226)	(248)	(269)	(272)	(227)	(314)	(264)	(307)	(215)	(241)
City parks?											
Very Good	2%	2%	1%	2%	1%	1%	2%	3%	2%	1%	1%
Good	22%	21%	18%	22%	18%	23%	16%	23%	29%	24%	25%
Neither Good nor Bad	37%	38%	35%	40%	32%	46%	36%	40%	38%	37%	32%
Bad	25%	26%	30%	24%	26%	21%	30%	21%	21%	25%	30%
Very Bad	14%	13%	15%	13%	22%	8%	17%	13%	10%	13%	13%
	(2,485)	(205)	(248)	(259)	(267)	(213)	(298)	(247)	(282)	(213)	(253)
4 Please indicate your willingness to volunteer in the situations listed below.											
Are you willing to volunteer to help the police improve the quality of life in your neighborhood?											
Yes	67%	67%	72%	66%	65%	76%	67%	68%	65%	58%	63%
No	33%	33%	28%	34%	35%	24%	33%	32%	35%	42%	37%
	(2,900)	(233)	(283)	(291)	(301)	(242)	(335)	(269)	(354)	(278)	(314)
Are you willing to volunteer to help maintain City parks or facilities?											
Yes	40%	47%	46%	44%	39%	49%	38%	42%	38%	33%	30%
No	60%	53%	54%	56%	61%	51%	62%	58%	62%	67%	70%
	(2,839)	(227)	(271)	(287)	(299)	(238)	(328)	(257)	(338)	(279)	(315)
Are you willing to volunteer to help maintain City vacant lots in your neighborhood?											
Yes	50%	52%	51%	53%	51%	61%	51%	53%	48%	45%	44%
No	50%	48%	49%	47%	49%	39%	49%	47%	52%	55%	56%
	(2,846)	(219)	(270)	(291)	(299)	(241)	(329)	(260)	(345)	(275)	(317)
5 Please indicate below the City services and programs that you use.											
Do you ride D-DOT buses to get to work?											
Yes	10%	19%	8%	11%	10%	10%	4%	17%	8%	10%	7%
No	90%	81%	92%	89%	90%	90%	96%	83%	92%	90%	93%
	(3,214)	(252)	(322)	(340)	(319)	(269)	(374)	(295)	(391)	(301)	(351)
Do you ride D-DOT buses to cultural events?											
Yes	13%	24%	9%	11%	12%	14%	9%	20%	12%	13%	10%
No	87%	76%	91%	89%	88%	86%	91%	80%	88%	87%	90%
	(3,210)	(254)	(324)	(337)	(321)	(271)	(376)	(299)	(385)	(297)	(346)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Have you required assistance from the Fire Dept. in the past 12 months?											
Yes	6%	6%	7%	8%	9%	8%	5%	9%	5%	6%	4%
No	94%	94%	93%	92%	91%	92%	95%	91%	95%	94%	96%
	(3,198)	(251)	(319)	(330)	(316)	(270)	(379)	(299)	(387)	(298)	(349)
Have you required EMS (ambulance) service in the past 12 months?											
Yes	16%	11%	16%	18%	18%	16%	14%	21%	12%	19%	13%
No	84%	89%	84%	82%	82%	84%	86%	79%	88%	81%	87%
	(3,153)	(253)	(314)	(333)	(311)	(270)	(367)	(295)	(374)	(293)	(343)
Have you heard about the new 3-1-1 non-emergency phone number?											
Yes	48%	47%	48%	51%	52%	45%	54%	50%	43%	46%	43%
No	52%	53%	52%	49%	48%	55%	46%	50%	57%	54%	57%
	(3,066)	(243)	(306)	(313)	(310)	(261)	(364)	(281)	(358)	(288)	(342)
Have you attended or used any of the Fire Department's community outreach programs such as Jr. Fire Cadets, Risk Watch, smoke detector installations, CPR training, firehouse tours, or speakers and equipment for community group events.											
Yes	11%	12%	10%	9%	9%	15%	13%	13%	12%	8%	12%
No	89%	88%	90%	91%	91%	85%	87%	87%	88%	92%	88%
	(3,148)	(250)	(319)	(327)	(313)	(270)	(370)	(291)	(371)	(295)	(342)
Have you been the victim of a crime within the past 12 months?											
Yes	20%	25%	21%	15%	24%	17%	15%	25%	9%	30%	20%
No	80%	75%	79%	85%	76%	83%	85%	75%	91%	70%	80%
	(3,137)	(248)	(308)	(331)	(308)	(267)	(373)	(295)	(374)	(291)	(342)
If so, did you report it?											
Yes	27%	34%	27%	18%	32%	27%	26%	34%	19%	32%	26%
No	73%	66%	73%	82%	68%	73%	74%	66%	81%	68%	74%
	(1,926)	(164)	(194)	(211)	(192)	(157)	(199)	(191)	(198)	(190)	(230)
Do you know, or have you heard of your neighborhood police officer?											
Yes	17%	15%	18%	14%	19%	17%	15%	19%	23%	12%	13%
No	83%	85%	82%	86%	81%	83%	85%	81%	77%	88%	87%
	(3,110)	(240)	(309)	(333)	(312)	(267)	(363)	(288)	(368)	(290)	(340)
Have you been to your neighborhood recreation center in the past 12 months?											
Yes	26%	34%	16%	18%	18%	24%	35%	28%	49%	23%	14%
No	74%	66%	84%	82%	82%	76%	65%	72%	51%	77%	86%
	(3,098)	(241)	(307)	(325)	(309)	(262)	(368)	(290)	(372)	(288)	(336)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Have you been to your neighborhood park in the past 12 months?											
Yes	48%	54%	49%	43%	49%	41%	48%	58%	50%	39%	48%
No	52%	46%	51%	57%	51%	59%	52%	42%	50%	61%	52%
	(3,092)	(245)	(312)	(312)	(306)	(254)	(364)	(289)	(378)	(289)	(343)
Have you been to Belle Isle in the past 12 months?											
Yes	58%	67%	61%	61%	64%	62%	63%	76%	49%	43%	43%
No	42%	33%	39%	39%	36%	38%	37%	24%	51%	57%	57%
	(3,077)	(240)	(311)	(321)	(306)	(260)	(358)	(292)	(368)	(287)	(334)
Have you attended a special event, program, or organized picnic at a city-owned recreation facility such as Hart Plaza, Chene Park, or Belle Isle?											
Yes	55%	71%	59%	53%	53%	57%	64%	62%	50%	40%	45%
No	45%	29%	41%	47%	47%	43%	36%	38%	50%	60%	55%
	(3,189)	(251)	(318)	(330)	(316)	(270)	(375)	(302)	(387)	(294)	(346)
Do you participate in the Recreation Department's Adopt a Park or Farm a Lot programs?											
Yes	4%	3%	5%	6%	6%	5%	4%	4%	5%	3%	2%
No	96%	97%	95%	94%	94%	95%	96%	96%	95%	97%	98%
	(3,212)	(252)	(320)	(335)	(316)	(270)	(380)	(304)	(389)	(300)	(346)
6 How do you rate the quality of the following Department of Public Works services?											
Monthly residential bulk pick-up service?											
Very Good	23%	15%	25%	23%	25%	26%	23%	26%	26%	16%	26%
Good	48%	41%	48%	49%	48%	47%	51%	48%	53%	49%	45%
Neither Good nor Bad	16%	25%	14%	14%	16%	16%	15%	16%	14%	15%	16%
Bad	9%	15%	8%	9%	8%	7%	9%	6%	5%	13%	9%
Very Bad	4%	4%	5%	5%	2%	4%	2%	4%	2%	7%	4%
	(3,080)	(198)	(311)	(328)	(318)	(273)	(371)	(281)	(376)	(283)	(341)
Vacant lot upkeep?											
Very Good	2%	2%	2%	3%	2%	5%	2%	2%	2%	3%	2%
Good	13%	11%	9%	18%	8%	14%	10%	18%	12%	15%	12%
Neither Good nor Bad	25%	19%	27%	25%	29%	24%	26%	23%	26%	20%	28%
Bad	37%	40%	35%	33%	38%	34%	41%	33%	39%	36%	37%
Very Bad	23%	29%	26%	21%	23%	24%	22%	24%	21%	27%	20%
	(2,805)	(222)	(274)	(305)	(277)	(242)	(298)	(287)	(343)	(274)	(283)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1 City Hall Central	2 Far Northwest	3 North Central	4 Northeast	5 North End	6 Northwest	7 Southeast	8 South Schaefer	9 Southwest	10 West Warren
	City Total										
Vacant building demolition?											
Very Good	2%	3%	1%	2%	2%	2%	1%	1%	1%	2%	1%
Good	9%	7%	7%	10%	10%	10%	5%	11%	10%	12%	11%
Neither Good nor Bad	19%	15%	16%	19%	21%	21%	15%	21%	24%	19%	23%
Bad	35%	38%	37%	34%	32%	33%	40%	32%	36%	30%	34%
Very Bad	35%	38%	38%	35%	36%	34%	39%	34%	29%	37%	31%
	(2,800)	(227)	(273)	(301)	(287)	(245)	(310)	(277)	(341)	(263)	(276)
Cleanliness of streets?											
Very Good	4%	3%	4%	3%	3%	3%	5%	3%	4%	4%	3%
Good	25%	20%	23%	30%	26%	21%	21%	25%	28%	26%	28%
Neither Good nor Bad	30%	32%	28%	34%	26%	35%	30%	28%	33%	27%	32%
Bad	26%	30%	31%	21%	31%	24%	28%	26%	24%	25%	27%
Very Bad	15%	16%	14%	12%	15%	17%	16%	18%	12%	18%	9%
	(3,175)	(260)	(315)	(338)	(321)	(268)	(374)	(296)	(374)	(290)	(339)
Maintenance of streets?											
Very Good	2%	2%	3%	3%	2%	2%	4%	2%	2%	2%	2%
Good	19%	19%	18%	23%	18%	19%	17%	20%	20%	19%	21%
Neither Good nor Bad	26%	26%	21%	32%	26%	28%	26%	23%	26%	25%	27%
Bad	30%	33%	31%	27%	29%	28%	31%	31%	27%	32%	33%
Very Bad	22%	21%	27%	15%	24%	23%	22%	25%	25%	22%	17%
	(3,062)	(246)	(305)	(323)	(312)	(264)	(359)	(288)	(356)	(277)	(332)
Snow & ice removal on major streets?											
Very Good	3%	3%	4%	3%	2%	3%	3%	3%	4%	3%	3%
Good	34%	40%	39%	30%	27%	34%	35%	33%	33%	34%	35%
Neither Good nor Bad	27%	23%	25%	27%	26%	27%	33%	26%	30%	29%	27%
Bad	21%	22%	21%	23%	24%	21%	17%	20%	21%	20%	21%
Very Bad	15%	12%	11%	17%	21%	15%	11%	18%	14%	15%	14%
	(3,111)	(241)	(301)	(330)	(310)	(268)	(360)	(290)	(384)	(294)	(333)
Snow & ice removal on local streets?											
Very Good	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Good	9%	10%	12%	8%	9%	9%	8%	9%	5%	10%	11%
Neither Good nor Bad	20%	27%	23%	17%	15%	21%	21%	19%	23%	18%	18%
Bad	33%	30%	34%	38%	30%	35%	36%	30%	34%	33%	34%
Very Bad	36%	33%	31%	36%	45%	34%	33%	40%	37%	38%	36%
	(3,153)	(243)	(310)	(339)	(310)	(269)	(368)	(289)	(387)	(294)	(344)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
7 Please rate the quality of the following Recreation Department services.											
Belle Isle:											
Cleanliness											
Very Good	4%	3%	4%	6%	4%	4%	3%	6%	3%	3%	7%
Good	32%	31%	27%	37%	27%	36%	28%	36%	34%	39%	27%
Neither Good nor Bad	32%	35%	31%	29%	30%	34%	34%	31%	31%	29%	34%
Bad	21%	20%	29%	18%	27%	17%	21%	18%	20%	20%	23%
Very Bad	11%	11%	9%	10%	13%	8%	14%	9%	13%	9%	9%
	(2,361)	(217)	(232)	(251)	(254)	(204)	(298)	(253)	(256)	(173)	(223)
Maintenance of equipment and buildings.											
Very Good	2%	1%	2%	4%	1%	3%	1%	1%	2%	3%	2%
Good	20%	19%	17%	22%	18%	20%	18%	26%	20%	27%	19%
Neither Good nor Bad	33%	35%	32%	38%	31%	35%	28%	30%	38%	35%	37%
Bad	30%	30%	37%	25%	34%	31%	36%	29%	25%	22%	32%
Very Bad	14%	15%	12%	11%	16%	12%	18%	14%	15%	14%	12%
	(2,064)	(194)	(213)	(213)	(227)	(178)	(260)	(212)	(215)	(152)	(200)
Programs, classes and recreational opportunities											
Very Good	2%	1%	1%	5%	2%	3%	1%	3%	2%	3%	1%
Good	29%	31%	22%	33%	28%	29%	32%	33%	25%	34%	24%
Neither Good nor Bad	41%	40%	43%	40%	39%	41%	36%	38%	47%	39%	43%
Bad	19%	19%	25%	14%	22%	18%	20%	18%	15%	14%	25%
Very Bad	9%	9%	9%	8%	9%	8%	10%	8%	11%	10%	7%
	(1,554)	(129)	(153)	(168)	(165)	(136)	(187)	(169)	(184)	(107)	(156)
Frequency of grass cutting											
Very Good	4%	3%	3%	3%	3%	2%	4%	8%	3%	3%	3%
Good	35%	44%	32%	41%	34%	37%	29%	36%	41%	30%	30%
Neither Good nor Bad	34%	30%	32%	37%	35%	33%	38%	30%	31%	37%	39%
Bad	19%	16%	25%	12%	20%	20%	22%	20%	15%	21%	21%
Very Bad	8%	7%	9%	7%	9%	9%	7%	8%	10%	9%	8%
	(2,095)	(194)	(199)	(227)	(225)	(186)	(247)	(225)	(241)	(151)	(200)
Recreation Centers:											
Cleanliness											
Very Good	3%	3%	3%	3%	2%	3%	1%	4%	4%	3%	3%
Good	34%	43%	28%	37%	25%	37%	33%	32%	39%	32%	27%
Neither Good nor Bad	37%	30%	39%	36%	40%	37%	37%	44%	30%	41%	43%
Bad	19%	19%	25%	18%	24%	15%	23%	13%	19%	15%	20%
Very Bad	7%	5%	4%	6%	9%	7%	5%	7%	8%	8%	8%
	(1,746)	(148)	(158)	(176)	(168)	(155)	(224)	(165)	(259)	(136)	(157)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Maintenance of equipment and buildings.											
Very Good	2%	1%	2%	2%	1%	1%	1%	5%	3%	4%	3%
Good	29%	34%	23%	31%	23%	31%	27%	27%	35%	28%	25%
Neither Good nor Bad	38%	33%	41%	37%	43%	43%	39%	38%	29%	45%	42%
Bad	22%	22%	29%	19%	22%	16%	27%	23%	23%	12%	21%
Very Bad	9%	10%	5%	11%	11%	9%	7%	8%	11%	12%	8%
	(1,630)	(134)	(150)	(172)	(158)	(141)	(210)	(154)	(234)	(128)	(149)
Programs, classes and recreational opportunities											
Very Good	3%	3%	2%	3%	1%	1%	2%	4%	3%	2%	6%
Good	35%	43%	32%	40%	28%	36%	39%	29%	35%	36%	30%
Neither Good nor Bad	40%	35%	41%	40%	42%	42%	40%	41%	35%	41%	40%
Bad	15%	12%	19%	11%	21%	13%	13%	18%	17%	12%	17%
Very Bad	7%	6%	5%	5%	7%	7%	5%	8%	9%	8%	7%
	(1,494)	(124)	(134)	(149)	(139)	(135)	(201)	(146)	(206)	(121)	(139)
City Parks:											
Cleanliness											
Very Good	2%	1%	1%	2%	2%	2%	1%	2%	3%	2%	4%
Good	24%	31%	20%	28%	17%	23%	21%	27%	28%	23%	24%
Neither Good nor Bad	35%	31%	38%	36%	33%	39%	30%	33%	43%	39%	32%
Bad	28%	28%	29%	22%	35%	27%	39%	28%	15%	25%	26%
Very Bad	11%	9%	12%	11%	12%	9%	9%	10%	10%	10%	13%
	(2,223)	(183)	(224)	(232)	(253)	(181)	(256)	(229)	(246)	(185)	(234)
Maintenance of equipment and buildings.											
Very Good	2%	1%	2%	2%	1%	2%	0%	2%	2%	1%	1%
Good	19%	23%	16%	19%	13%	15%	16%	22%	26%	25%	18%
Neither Good nor Bad	37%	33%	36%	40%	41%	40%	31%	32%	41%	35%	38%
Bad	30%	29%	31%	26%	30%	31%	40%	32%	20%	28%	30%
Very Bad	13%	13%	15%	13%	14%	12%	13%	13%	10%	11%	14%
	(1,883)	(150)	(197)	(187)	(204)	(154)	(228)	(183)	(213)	(168)	(199)
Programs, classes and recreational opportunities											
Very Good	1%	1%	1%	3%	0%	2%	1%	3%	1%	1%	3%
Good	25%	31%	21%	26%	19%	23%	23%	25%	31%	32%	17%
Neither Good nor Bad	42%	37%	41%	45%	46%	44%	41%	38%	43%	35%	45%
Bad	22%	19%	24%	13%	24%	27%	27%	27%	14%	21%	23%
Very Bad	11%	12%	14%	14%	12%	5%	8%	8%	11%	11%	13%
	(1,500)	(123)	(145)	(155)	(160)	(133)	(177)	(150)	(183)	(124)	(150)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Frequency of grass cutting											
Very Good	2%	2%	2%	3%	2%	3%	2%	1%	1%	3%	3%
Good	27%	34%	23%	32%	24%	21%	21%	29%	34%	27%	28%
Neither Good nor Bad	33%	34%	33%	35%	36%	39%	30%	31%	34%	34%	30%
Bad	25%	20%	27%	19%	25%	24%	34%	30%	19%	26%	27%
Very Bad	12%	10%	14%	11%	14%	14%	12%	10%	11%	11%	13%
	(2,183)	(173)	(222)	(222)	(239)	(191)	(243)	(226)	(238)	(191)	(238)
Street Trees:											
Trimming and pruning											
Very Good	1%	2%	1%	3%	1%	3%	1%	2%	1%	0%	1%
Good	17%	26%	18%	17%	16%	14%	14%	15%	18%	20%	13%
Neither Good nor Bad	28%	26%	24%	29%	29%	31%	28%	28%	26%	24%	31%
Bad	30%	29%	31%	31%	27%	29%	34%	30%	33%	29%	30%
Very Bad	24%	16%	27%	21%	27%	24%	23%	24%	22%	27%	24%
	(2,625)	(202)	(256)	(275)	(263)	(225)	(314)	(254)	(323)	(230)	(283)
Response time to clear trees downed in storms											
Very Good	3%	6%	2%	3%	3%	3%	2%	3%	1%	2%	2%
Good	24%	27%	23%	24%	22%	22%	21%	27%	28%	28%	23%
Neither Good nor Bad	31%	30%	33%	33%	33%	34%	33%	30%	28%	28%	27%
Bad	25%	25%	21%	26%	25%	27%	27%	21%	26%	22%	30%
Very Bad	17%	13%	20%	14%	17%	13%	17%	19%	16%	19%	17%
	(2,357)	(179)	(234)	(243)	(241)	(215)	(285)	(230)	(279)	(207)	(244)
8 How do you rate the quality of the following Fire Department services?											
Fire response time?											
Very Good	17%	20%	15%	14%	17%	20%	14%	19%	11%	25%	20%
Good	54%	55%	52%	55%	51%	55%	55%	55%	59%	55%	49%
Neither Good nor Bad	22%	21%	25%	25%	25%	18%	25%	18%	23%	15%	25%
Bad	5%	2%	7%	5%	6%	6%	4%	5%	4%	4%	5%
Very Bad	1%	2%	1%	1%	1%	2%	1%	2%	3%	0%	1%
	(1,972)	(152)	(175)	(222)	(191)	(175)	(213)	(195)	(245)	(207)	(197)
EMS (ambulance) response time?											
Very Good	12%	13%	11%	10%	12%	15%	11%	11%	10%	15%	15%
Good	43%	51%	39%	46%	39%	46%	40%	46%	42%	45%	37%
Neither Good nor Bad	26%	23%	26%	29%	29%	20%	26%	23%	29%	26%	28%
Bad	13%	10%	18%	10%	15%	13%	19%	10%	12%	10%	11%
Very Bad	6%	3%	6%	5%	5%	6%	4%	9%	8%	4%	8%
	(2,009)	(152)	(180)	(226)	(188)	(178)	(228)	(211)	(253)	(190)	(203)

2001 CITY OF DETROIT CITIZEN SATISFACTION SURVEY RESULTS

		1 City Hall Central	2 Far Northwest	3 North Central	4 Northeast	5 North End	6 Northwest	7 Southeast	8 South Schaefer	9 Southwest	10 West Warren
	City Total										
Fire Department community outreach programs?											
Very Good	10%	16%	7%	10%	5%	9%	9%	10%	7%	12%	14%
Good	41%	40%	40%	46%	40%	42%	39%	39%	41%	45%	40%
Neither Good nor Bad	37%	31%	43%	36%	46%	34%	41%	37%	36%	31%	37%
Bad	8%	10%	9%	6%	5%	8%	6%	13%	12%	8%	6%
Very Bad	4%	4%	2%	3%	3%	7%	5%	2%	4%	4%	4%
	(1,309)	(101)	(127)	(144)	(117)	(119)	(138)	(126)	(180)	(118)	(139)
9 How do you rate the quality of the following Department of Transportation services?											
Personal safety and security on bus?											
Very Good	3%	3%	6%	2%	3%	2%	1%	5%	4%	4%	2%
Good	24%	28%	18%	20%	19%	29%	19%	26%	24%	36%	21%
Neither Good nor Bad	38%	35%	32%	39%	40%	34%	46%	34%	40%	36%	40%
Bad	26%	27%	31%	27%	32%	24%	26%	25%	24%	17%	25%
Very Bad	9%	8%	13%	11%	7%	11%	9%	11%	8%	7%	12%
	(1,592)	(157)	(144)	(166)	(174)	(133)	(176)	(171)	(164)	(145)	(162)
Metro Lift?											
Very Good	3%	2%	3%	2%	4%	4%	0%	5%	3%	3%	1%
Good	28%	33%	30%	20%	24%	28%	27%	28%	29%	36%	26%
Neither Good nor Bad	41%	29%	38%	49%	41%	43%	43%	31%	40%	37%	52%
Bad	19%	19%	14%	20%	24%	19%	22%	24%	18%	15%	15%
Very Bad	10%	16%	14%	8%	7%	6%	9%	12%	11%	9%	6%
	(988)	(85)	(90)	(118)	(100)	(81)	(93)	(118)	(108)	(89)	(106)
ADA features on buses and in terminals?											
Very Good	2%	1%	2%	2%	2%	3%	0%	5%	2%	0%	2%
Good	25%	27%	24%	22%	21%	32%	22%	25%	20%	39%	23%
Neither Good nor Bad	45%	38%	50%	49%	46%	41%	50%	33%	51%	40%	51%
Bad	19%	19%	16%	16%	23%	14%	17%	28%	16%	15%	18%
Very Bad	9%	15%	7%	10%	7%	10%	11%	9%	11%	6%	6%
	(885)	(74)	(82)	(98)	(98)	(69)	(90)	(100)	(101)	(80)	(93)
Connections to SMART buses?											
Very Good	4%	2%	5%	3%	7%	3%	0%	7%	4%	3%	2%
Good	33%	42%	23%	30%	30%	37%	30%	35%	35%	35%	32%
Neither Good nor Bad	39%	33%	41%	44%	37%	38%	41%	31%	35%	41%	47%
Bad	17%	9%	23%	17%	22%	12%	19%	21%	16%	15%	14%
Very Bad	8%	13%	9%	6%	4%	9%	11%	5%	9%	7%	5%
	(1,133)	(106)	(105)	(124)	(137)	(91)	(113)	(122)	(119)	(106)	(110)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Night Owl Service?											
Very Good	2%	0%	1%	2%	2%	0%	1%	5%	1%	1%	4%
Good	18%	21%	18%	15%	14%	16%	17%	22%	18%	25%	18%
Neither Good nor Bad	43%	35%	43%	53%	48%	44%	45%	28%	46%	37%	48%
Bad	23%	26%	24%	22%	26%	22%	17%	32%	18%	25%	21%
Very Bad	13%	18%	14%	7%	9%	18%	19%	12%	18%	12%	9%
	(875)	(72)	(84)	(94)	(99)	(68)	(88)	(99)	(101)	(73)	(97)
Limited Service?											
Very Good	2%	0%	2%	1%	3%	0%	0%	3%	1%	4%	4%
Good	18%	22%	16%	15%	17%	20%	13%	24%	16%	25%	17%
Neither Good nor Bad	45%	31%	44%	48%	49%	54%	53%	31%	48%	40%	54%
Bad	22%	26%	22%	29%	22%	18%	19%	28%	19%	18%	17%
Very Bad	12%	21%	15%	6%	9%	8%	14%	14%	15%	14%	8%
	(863)	(68)	(85)	(97)	(100)	(71)	(83)	(95)	(98)	(73)	(93)
Reliability of bus service?											
Very Good	2%	1%	3%	3%	1%	0%	1%	4%	1%	1%	3%
Good	19%	21%	17%	17%	18%	20%	14%	20%	25%	20%	19%
Neither Good nor Bad	30%	32%	24%	26%	31%	33%	33%	23%	36%	26%	32%
Bad	27%	25%	31%	36%	28%	20%	31%	27%	19%	27%	29%
Very Bad	22%	22%	25%	17%	22%	27%	22%	25%	19%	25%	17%
	(1,459)	(146)	(145)	(149)	(168)	(113)	(153)	(154)	(158)	(134)	(139)
Service availability to cultural events.											
Very Good	3%	3%	2%	5%	1%	1%	1%	2%	3%	1%	6%
Good	32%	42%	23%	28%	28%	34%	32%	31%	35%	39%	26%
Neither Good nor Bad	40%	33%	46%	38%	38%	44%	41%	38%	41%	30%	48%
Bad	16%	10%	20%	20%	23%	10%	16%	17%	13%	21%	12%
Very Bad	10%	11%	9%	9%	11%	11%	10%	12%	8%	9%	8%
	(1,094)	(99)	(107)	(112)	(120)	(93)	(107)	(121)	(134)	(92)	(109)
10 How do you rate the quality or effectiveness of the following Police Department services?											
Police response time?											
Very Good	5%	8%	5%	6%	5%	6%	3%	6%	4%	4%	4%
Good	25%	31%	23%	23%	23%	26%	28%	23%	25%	25%	29%
Neither Good nor Bad	28%	27%	29%	30%	26%	27%	30%	29%	29%	27%	28%
Bad	26%	26%	27%	27%	25%	23%	28%	26%	20%	25%	28%
Very Bad	16%	8%	16%	14%	21%	17%	11%	15%	22%	19%	11%
	(2,613)	(192)	(256)	(286)	(274)	(216)	(300)	(256)	(305)	(263)	(265)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Community policing?											
Very Good	3%	7%	2%	3%	3%	3%	3%	3%	3%	3%	3%
Good	22%	26%	23%	24%	25%	28%	21%	21%	14%	20%	26%
Neither Good nor Bad	30%	22%	28%	28%	28%	26%	31%	29%	33%	33%	33%
Bad	28%	33%	29%	29%	25%	26%	29%	31%	23%	26%	29%
Very Bad	17%	12%	17%	16%	20%	17%	16%	16%	26%	17%	9%
	(2,461)	(180)	(243)	(263)	(256)	(219)	(282)	(225)	(314)	(233)	(246)
Knowledge and skill of police officers and staff?											
Very Good	5%	7%	6%	3%	7%	5%	4%	5%	4%	5%	5%
Good	30%	39%	24%	29%	29%	30%	28%	29%	31%	31%	33%
Neither Good nor Bad	33%	24%	38%	38%	30%	29%	34%	34%	33%	31%	32%
Bad	19%	17%	19%	19%	19%	21%	22%	20%	16%	16%	18%
Very Bad	13%	13%	13%	11%	15%	14%	12%	12%	16%	15%	12%
	(1,992)	(153)	(194)	(207)	(223)	(164)	(221)	(191)	(230)	(201)	(208)
Cooperation in addressing neighborhood concerns?											
Very Good	3%	5%	2%	4%	5%	5%	4%	2%	1%	2%	3%
Good	23%	27%	22%	25%	19%	22%	21%	23%	23%	23%	24%
Neither Good nor Bad	31%	28%	32%	27%	28%	31%	33%	30%	34%	30%	33%
Bad	23%	24%	25%	24%	21%	23%	24%	27%	18%	22%	26%
Very Bad	20%	16%	18%	21%	27%	18%	18%	18%	23%	23%	13%
	(2,170)	(167)	(218)	(223)	(216)	(179)	(248)	(211)	(276)	(207)	(225)
Youth crime prevention programs?											
Very Good	4%	3%	3%	4%	4%	1%	6%	6%	3%	1%	4%
Good	22%	30%	21%	25%	19%	19%	16%	19%	23%	26%	24%
Neither Good nor Bad	34%	28%	34%	34%	33%	37%	39%	33%	31%	33%	37%
Bad	22%	23%	22%	21%	20%	23%	24%	23%	22%	20%	22%
Very Bad	18%	17%	19%	16%	23%	20%	15%	20%	21%	20%	13%
	(1,529)	(109)	(143)	(166)	(166)	(141)	(162)	(143)	(191)	(150)	(158)
Anti-gang programs?											
Very Good	4%	4%	5%	4%	4%	2%	5%	3%	3%	3%	4%
Good	23%	26%	20%	25%	19%	24%	17%	25%	25%	27%	24%
Neither Good nor Bad	31%	27%	34%	33%	30%	32%	40%	27%	26%	24%	36%
Bad	22%	26%	21%	21%	23%	18%	23%	23%	23%	24%	21%
Very Bad	20%	17%	21%	17%	23%	24%	15%	22%	23%	23%	15%
	(1,489)	(103)	(136)	(157)	(160)	(131)	(149)	(142)	(185)	(172)	(154)

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		1	2	3	4	5	6	7	8	9	10
	City Total	City Hall Central	Far Northwest	North Central	Northeast	North End	Northwest	Southeast	South Schaefer	Southwest	West Warren
Anti-narcotics programs?											
Very Good	4%	4%	5%	6%	5%	3%	5%	2%	2%	2%	4%
Good	20%	21%	18%	21%	18%	20%	17%	25%	17%	22%	23%
Neither Good nor Bad	26%	21%	28%	28%	24%	26%	27%	21%	25%	21%	33%
Bad	23%	29%	25%	20%	23%	18%	27%	24%	19%	25%	23%
Very Bad	28%	24%	24%	26%	30%	32%	25%	27%	37%	30%	17%
	(1,655)	(112)	(151)	(178)	(176)	(148)	(175)	(168)	(210)	(175)	(162)
11 Please rate the quality of the following Public Lighting Department services?											
Quantity of street lights in your neighborhood?											
Very Good	8%	6%	8%	10%	7%	8%	5%	8%	10%	11%	9%
Good	39%	38%	35%	39%	35%	35%	39%	36%	44%	40%	41%
Neither Good nor Bad	21%	19%	20%	19%	22%	23%	22%	18%	22%	22%	22%
Bad	21%	24%	24%	22%	23%	22%	23%	23%	15%	16%	17%
Very Bad	12%	13%	13%	10%	13%	11%	11%	15%	9%	12%	11%
	(3,197)	(252)	(312)	(334)	(323)	(277)	(380)	(292)	(391)	(295)	(341)
Street light maintenance?											
Very Good	6%	3%	6%	7%	6%	6%	3%	4%	7%	7%	6%
Good	36%	32%	31%	38%	33%	37%	38%	31%	43%	35%	35%
Neither Good nor Bad	23%	24%	21%	22%	24%	22%	23%	24%	23%	24%	24%
Bad	22%	21%	24%	21%	24%	21%	24%	26%	16%	20%	22%
Very Bad	14%	19%	18%	13%	14%	14%	12%	14%	11%	13%	12%
	(3,023)	(233)	(296)	(316)	(303)	(258)	(354)	(290)	(374)	(283)	(316)
Street light reliability?											
Very Good	5%	3%	6%	6%	5%	4%	3%	5%	8%	8%	6%
Good	37%	33%	32%	38%	35%	40%	40%	31%	44%	37%	39%
Neither Good nor Bad	23%	20%	23%	24%	22%	27%	23%	23%	20%	21%	22%
Bad	22%	25%	23%	20%	24%	15%	23%	25%	18%	23%	24%
Very Bad	13%	19%	16%	12%	14%	15%	11%	16%	10%	11%	10%
	(3,004)	(236)	(295)	(308)	(305)	(245)	(372)	(287)	(361)	(281)	(314)
Restoration of street lights following a storm?											
Very Good	5%	4%	6%	5%	4%	4%	3%	5%	5%	5%	5%
Good	34%	33%	33%	33%	30%	36%	34%	29%	42%	32%	33%
Neither Good nor Bad	28%	26%	28%	29%	31%	26%	29%	29%	24%	27%	31%
Bad	21%	21%	22%	21%	20%	18%	21%	22%	18%	21%	24%
Very Bad	13%	16%	13%	12%	16%	15%	12%	16%	11%	15%	8%
	(2,768)	(207)	(272)	(285)	(282)	(243)	(329)	(270)	(331)	(261)	(288)

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		1	2	3	4	5	6	7	8	9	10
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Traffic light maintenance?											
Very Good	6%	5%	7%	6%	4%	6%	4%	7%	9%	6%	7%
Good	47%	47%	49%	47%	45%	44%	48%	42%	53%	43%	49%
Neither Good nor Bad	28%	27%	29%	28%	32%	30%	27%	26%	27%	29%	29%
Bad	13%	14%	11%	13%	11%	13%	15%	17%	7%	16%	12%
Very Bad	6%	7%	4%	7%	7%	7%	5%	9%	4%	7%	4%
	(2,892)	(236)	(281)	(304)	(288)	(242)	(351)	(276)	(336)	(271)	(307)
Traffic light reliability?											
Very Good	6%	5%	8%	5%	3%	6%	5%	6%	8%	6%	6%
Good	50%	48%	52%	53%	49%	46%	50%	45%	58%	47%	51%
Neither Good nor Bad	28%	27%	27%	28%	32%	30%	29%	27%	22%	30%	30%
Bad	10%	11%	9%	10%	8%	11%	11%	14%	7%	11%	10%
Very Bad	6%	9%	4%	5%	7%	7%	4%	9%	5%	7%	3%
	(2,921)	(231)	(284)	(297)	(293)	(254)	(357)	(277)	(344)	(274)	(310)
Restoration of traffic lights following a storm?											
Very Good	5%	5%	5%	6%	4%	6%	6%	5%	5%	4%	6%
Good	44%	42%	51%	44%	43%	40%	42%	37%	51%	43%	42%
Neither Good nor Bad	31%	29%	26%	31%	30%	33%	33%	32%	26%	31%	34%
Bad	13%	15%	13%	13%	15%	11%	13%	16%	11%	14%	13%
Very Bad	7%	8%	4%	6%	8%	9%	6%	11%	7%	8%	5%
	(2,809)	(214)	(283)	(289)	(286)	(246)	(343)	(263)	(318)	(263)	(304)
Electric and steam power production?											
Very Good	6%	5%	5%	6%	5%	5%	4%	4%	6%	11%	5%
Good	43%	40%	39%	47%	42%	45%	41%	35%	47%	44%	45%
Neither Good nor Bad	33%	34%	36%	27%	34%	31%	37%	38%	30%	28%	35%
Bad	12%	14%	12%	13%	13%	12%	11%	12%	11%	9%	10%
Very Bad	7%	8%	7%	6%	7%	7%	7%	11%	6%	9%	4%
	(1,738)	(143)	(163)	(171)	(193)	(153)	(178)	(173)	(203)	(158)	(203)